

Pre-Employment Screening Practice Assessment 2

Answer Key**Section 1**

1. The best answer is (a). Paul should report Jessica's safety violations to their supervisor. Another good answer is (b) – to address the situation with Jessica and teach her the proper way to complete the task. However, because it is a safety concern (even one that seems minor), Paul should bring this to the attention of his supervisor. Safety always comes first. Paul should not ignore a safety violation (c), and talking about it with his employees (d) does not help the situation either.
2. The best answer is (b). You should talk to your co-worker about your disagreement with the goal of resolving the issue. Because there is not a safety regulation or other rule that is being broken, you should try to resolve the issue without involving a supervisor. That is why answer (c) is not the best answer. Answer (a) is not the best answer because the issue could arise again if you let it go. Finally, answer (d) is not the best answer because now your work is being affected by this disagreement- you are taking certain shifts just to avoid another co-worker.
3. The best answer is (b). Susan should interrupt Bernard and the customer to provide the correct information. Susan can interrupt them politely, but it is important that the customer receives accurate information. If Susan waits, as suggested in answer (a), Bernard will learn the correct information, but the customer will leave with the wrong information. Companies almost always want customer satisfaction. Answer (c) is not the best answer because Susan can handle the situation appropriately without telling their supervisor. Finally, answer (d) is not a good answer. Doing nothing makes you seem lazy and uncaring.
4. The best answer is (a). George should address the situation with Jennifer and explain the ramifications (effects) of her frequent breaks. Because there is not a safety regulation or other rule that is being broken, he should try to resolve the issue without involving a supervisor, which is answer (d). Answer (b) is not a good answer because it is not fair for George to do the work of two people and he probably won't do a good job if he is hurrying through it. Finally, answer (c) is a silly answer and not a good one.
5. The best answer is (d). Winston should inform the customer of alternate approaches to the project, but ultimately let the customer decide which approach to take. It is the customer's decision, not Winston's decision. It is his job to help customers and answer their questions, but not push his ideas on them. That is why answers (a) and (c) are not good answers. Answer (b) is not the best answer because he could be more helpful to the customer by providing her with another alternative.
6. The best answer is (b). Although Lisa did not do anything wrong, apologizing is still a good idea because it might make the customer happier. Customer satisfaction is very important to companies, so keeping the customer happy is always a good idea. That is why answers (c) and (d) are not good answers. Answer (a) is not a bad answer, it is just not as good as (b) because Lisa is not handling the situation on her own when she probably could.

7. The best answer is (b). Harvey should tell John he does not want to talk anymore while working. Harvey should do this in a polite manner so that he does not hurt John's feelings, while making it clear that it is interfering with his work performance. Companies are looking for someone who gets along with others, but most importantly, who does a good job while working. Answer (a) is not the best answer because this seems like a drastic first step to minimizing distractions. Answer (c) is a decent answer, but not the best one. It may be more effective to be direct, but polite, to John. Finally, answer (d) is not a good answer because it seems as if Harvey is tattling on John. He should first try to work the situation out independently of his supervisor.
8. The best answer is (d). Justin should talk with his supervisor at this point. Justin has tried twice to handle the situation on his own, but Lindsey is continuing to make frequent careless mistakes. It is affecting his work performance and making the company look less professional. Answer (a) is not the best answer because he has already tried talking to Lindsey twice about the problem. Answer (b) is not the best answer because Justin's time should be spent more productively. Finally, answer (c) is not the best answer because ignoring the mistakes makes the company look less professional.
9. The best answer is (c). Larry should explain to Michael the correct way of doing the task. Because he is not breaking a safety regulation or other rule, he should first try to resolve the problem with Michael before involving a supervisor [answer (a)]. Larry should not continue re-doing Michael's tasks for him because it is a waste of time that could be spent doing other helpful tasks [answer (b)]. Finally, talking to other employees about the situation is not helpful either and could be seen as gossiping [answer (d)].
10. The best answer is (a). Jacob should politely interrupt Macy and the customer and take over. Answer (b) would be a good answer if Macy was outwardly rude to the customer or if the customer was upset, but otherwise it draws attention to Macy's frustration. Answer (c) suggests that Jacob cannot solve a problem on his own. Finally, answer (d) is not a good answer because it is not helping either Macy or the customer.
11. The most desirable answer is (a) Almost never. Most companies are looking to hire someone who is responsible and dependable, which means arriving on time for work regularly.
12. The most desirable answer is (a) Almost never. Most companies are looking to hire someone who is responsible and dependable, which means not leaving work early, especially without advance notice.
13. The most desirable answer is (a) almost never. Most companies are looking to hire someone who is responsible and dependable, which means not missing work very often, especially without advance notice.
14. The most desirable answer is (b). Most companies are looking for someone who has been employed in the last year [ruling out answer (a)] because it shows they have experience and were able to get a job. However, holding more than two jobs in one year suggests that you have difficulty holding a job or being loyal to a job for a long period of time. This is also not desirable. That is why holding one to two jobs in a one year period is the most desirable answer.
15. The most desirable answer is (d) or (c). Staying at your most recent job for a long time implies that you are a loyal employee who will stay at their next job for a long time too. However, you should answer this question honestly. You can explain why you did not stay at your previous job for long if it comes up in an interview.
16. The best answer is (c). You should refer the customer to a more experienced co-worker. Answer (a) is also a good answer, but answer (c) shows that you handle the situation appropriately on your own,

rather than having to depend on your supervisor. Answers (b) and (d) are not the best answers because the customer is not getting the help they need.

17. The best answer is (a). You should make sure you understand the changes by asking questions of your supervisor. Talking it over with co-workers as stated in answer (b) is not the best answer because the changes are new to them as well. Answer (c) implies that you are not flexible since you ease into changes slowly. Finally, answer (d) is not a bad answer, but it is just not as good as making sure you understand the changes and asking questions if necessary.
18. The best answer is (d). You should speed up your work pace, but still produce quality work. Quality is very important, which is why answer (b) is not a good answer. Answer (c) is an okay answer, but it implies that you are letting some of your other work tasks fall behind. In the real world, you should probably talk to your supervisor about how he or she would like you to handle this situation, but for the purposes of this assessment, (d) remains the best answer. Finally, answer (a) is not a good answer because it implies that you are not being flexible.
19. The best answer is (a). You should report the incident to your supervisor immediately. Theft is serious and you should let your supervisor handle this type of situation rather than handling it yourself [answer (c)]. Answer (d) is not a good answer because you should never threaten others. Answer (b) is not a good answer because the employee should not get away with stealing from the work place.
20. The best answer is (b). You should open up a register near the busy register to assist the waiting customers. This shows that you take initiative. Answer (c) is also a good answer, as is answer (d). These show that you are working or looking for more work to do, but helping where you are needed should come first. Finally, (a) is not a good answer because you should work during your scheduled hours.
21. The best answer is (a). You should immediately call your supervisor and let her know you will be late. It is important to call your supervisor rather than a co-worker [answer (c)] so that your supervisor can plan how to cover your duties until you arrive to work. The sooner you call, the more time your supervisor will have to plan how to cover for you. Thus, waiting until you are on your way to work [answer (b)] is not as good of an option as calling immediately. Not calling at all is the worst answer [answer (d)].
22. The most desirable answer is (1) Strongly Disagree. This question is tricky because of the wording. But basically, the question is asking if you rush through things without doing the best job you can do. The company is looking for someone who works quickly, but also does quality work. In most cases, quality is more important than speed.
23. The most desirable answer is (5) Strongly Agree. Employers are looking for someone who is careful and accurate.
24. This is a tricky one. Making quick decisions can be seen in two different ways: 1.) It could be seen as if you rush through things and are hasty; this means you don't think things through. 2.) It could be seen as if you are quick to think on your feet; this means you are able to make decisions easily and confidently. Some of the questions on the pre-employment screening could be poorly worded or confusing, such as this one, but you still have to answer these questions to the best of your ability. This question is most likely coming from the first viewpoint- That you are rushing and being hasty when you make quick decisions. Because this question is unclear, the most desirable response might be (2) Disagree. This means that you disagree, but not strongly, just to be on the safe side.

25. The most desirable answer is (1) Strongly Disagree. Employers are looking for someone who carefully checks their work.
26. The most desirable answer is (5) Strongly Agree. Most companies want to hire someone who is good at what they do.
27. The most desirable answer is (5) Strongly Agree. Most companies want to hire someone who has confidence and will take initiative- these are both qualities of a leader. Taking initiative means you seek out work that needs to be done before being asked to do it; you are a self-starter.
28. The most desirable answer is (1) Strongly Disagree. Most companies want someone who is a team player. That is, they want someone who will get along with others and not cause trouble with other co-worker or supervisors.
29. The most desirable answer is (5) Strongly Agree. If people follow your suggestions or ideas, this suggests you are a leader. Being a leader is a desirable characteristic for most potential employers.
30. The most desirable answer is (5) Strongly Agree. Companies want to hire someone who is a team player. Being a team player means that you work well with others and get along with others. In other words, you enjoy working with other people.
31. The most desirable answer is (5) Strongly Agree. Following safety regulations is very important for companies because it keeps their employees and/or customers safe; it also keeps the company out of legal trouble. Therefore, they want to hire someone who will be safe and follow the rules.
32. The most desirable answer is (5) Strongly Agree. Providing good customer service is very important to most companies, so listening and understanding your customer's concerns are important.
33. The most desirable answer is (5) Strongly Agree. Most companies want to hire someone who is flexible and can adapt to whatever comes their way.
34. The most desirable answer is (5) Strongly Agree. Companies want to hire someone who will follow directions and do their job as they are told.
35. The most desirable answer is (1) Strongly Disagree. Companies want to hire someone who will get along with their supervisors, take direction well, and not cause trouble. They do not want to hire someone who has difficulty getting along with others or who argues frequently.
36. This is a tricky one, but the most desirable answer is (1) Strongly Disagree. Companies most often want someone who will play by the rules, even if that means playing it safe.
37. The most desirable answer is (5) Strongly Agree. Companies want someone who will work hard rather than someone who is lazy.
38. The most desirable answer is (5) Strongly Agree. Most employers are looking for someone who is honest and will take responsibility for their actions.

- 39.** The most desirable answer is (1) Strongly Disagree. Companies want someone who is focused and alert on the job and will not lose interest in what they are doing quickly.
- 40.** The most desirable answer is (1) Superior. Completing duties in a timely manner is a desirable quality in an employee.
- 41.** The most desirable answer is (1) Superior. Most companies would ideally hire someone who can stay calm during stressful or pressured situations. This characteristic, however, is more important for some jobs than others. For example, a job where there are strict deadlines or a lot of interaction with difficult customers would require you to deal well with pressure. A job where you stock shelves, file papers, enter data on a computer, or clean tables may be less pressured.
- 42.** The most desirable answer is (1) Superior. No matter what type of job you have, the quality of your work is important. Companies want to hire someone who does high quality work.
- 43.** The most desirable answer is (1) Superior. Most companies and jobs look favorably on people who are organized, or those who can maintain an organizational system that is set up for them.
- 44.** The most desirable answer is (1) Superior. No matter what type of job you have, dependability is important. Dependability refers to your ability to arrive to work on time, work hard when you are there, not leave early, and not miss too many days of work. Companies want someone they can count on.
- 45.** The best answer is (5) Strongly Disagree. You should never bend the rules. Companies take safety regulations and precautions very seriously.
- 46.** The best answer is (5) Strongly Disagree. Taking work supplies home with you (even small items, such as pens or paper) is considered stealing from the company. You should never steal from your work place.
- 47.** The best answer is (1) Strongly Agree. Companies take safety rules and guidelines very seriously so that no one gets hurt and for liability reasons. You should always follow safety rules closely.
- 48.** The most desirable answer is (5) Strongly Disagree. Hopefully, you can respond truthfully by strongly disagreeing with this statement. If you have stolen money or major supplies from previous work places, you should answer truthfully. Keep in mind that most people would not report stealing pens or paperclips in this situation, even though it is technically stealing.
- 49.** The most desirable answer is (5) Strongly Disagree. Hopefully, you are able to respond truthfully by strongly disagreeing.
- 50.** The most desirable answer is (1) Strongly Agree. Companies view honesty as a desirable characteristic in their employees.